

2012 Public Works Department High Performing Employee Awards <u>Annual Winners</u>

Award for Customer Service

Mark Clark, Transportation Maintenance and Repair

Mark is a Maintenance Crew Leader assigned to the Loring Greenway. A recent greenway user survey found Mark's service to be a valued asset for users. In fact, he was mentioned by name by a number of survey respondents. His attitude, diligence, and care of the greenway makes a difference. Customer service is an important value for the Public Works department and the city and we are happy to recognize Mark for his work.

Award of Valor

Nick Thompson and Tom Govoent, Water Treatment and Distribution

Tom and Nick were returning to the office when they saw a resident lying face down in the snow next to their front steps. They stopped to check on the resident and found them unresponsive. After getting permission from 911, Tom and Nick started chest compressions and continued to assist the victim until the fire department took over. Unfortunately the resident did not make it. While this story does not have a happy ending, Tom and Nick deserve to be recognized for the quick actions and best efforts to help a resident in need.

Award for Safety

Jim Buesing, Water Treatment and Distribution

The safety of Public Works employees and the public is a point of emphasis for the department. Jim has gone above and beyond his duties as a Water Service Worker by becoming a qualified flagger trainer through the state of Minnesota. Since receiving his qualification, Jim has trained approximately 600 public works employees on flagging operations and procedures. Flagging is the most important job on a crew and employees and the public are safer due to Jim's dedication to safety.

Award for Innovation/Continuous Improvement Joe Casey & Barbara McCloud, Transportation Planning & Engineering

All local Governments are required to meet the general requirements of Title II of the American Disabilities Act (ADA). Joe and Barbara took charge of the evaluation of over 16,000 sidewalk intersections across the city. Their leadership and enthusiasm as well as innovative techniques made the project hugely successful. The project was completed in half the time and for half the money originally estimated.